
METHOD

SURVEY SCOPE	<p>This survey is a <i>census</i> (all customers) survey of RESD external customers.</p> <p><i>This is a change from previous years where RESD surveyed internal (DGS staff members) and external customers. RPM made this change in aligning the survey with standardized department-wide reporting requirements.</i></p>
CUSTOMERS DEFINED	<p>We defined RESD customers as: <i>The point of contact where RESD services are received within departments and agencies.</i></p> <p><i>We determined the customers of each branch at meetings with the individual Branch Chiefs. The Branch Chiefs subsequently provided RPM with customer lists, including e-mail addresses.</i></p>
HIGH LEVEL REVIEW	<p>While RPM changed RESD's survey to reflect the department's interest in collecting common customer satisfaction information, RPM accommodated RESD management's concern for only a high-level customer satisfaction review of branches. RESD indicated it would conduct more detailed branch-level surveys at a later date.</p>

Continued

**SURVEY
QUESTIONS**

We asked customers to rate 1) their agreement with RESD performance statements, 2) their overall satisfaction with RESD, and 3) their contact and satisfaction with the branches with which they had dealings during the previous year. We also asked for customer comments. Here are our questions:

Performance

- Staff performance in six service areas:
 1. **Staff are knowledgeable and skillful**
 2. **Staff provide me with accurate and reliable information**
 3. **Staff provide regular communication**
 4. **Staff provide me timely service**
 5. **Staff treat me with courtesy**
 6. **Staff provide high quality work**
- Project related performance for:
 1. **Staff give our projects dedicated effort**
 2. **Staff deliver my projects on schedule**
 3. **Staff deliver projects within budget**
 4. **Staff are accountable to me**

Satisfaction

- Overall satisfaction with the RESD services
 1. **Overall, I am satisfied with RESD Services**
- RESD Branch² satisfaction questions
 1. **The amount of contact customers had with each branch in the past calendar year, and**
 2. **Customer overall satisfaction with that contact.**

Comments.

- Any comments customers might have
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**BRANCH
DESCRIPTIONS**

To assist customers in determining their contact with the various RESD branches, we provided short descriptions of the services provided by each branch, as described on the DGS RESD website.

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² Only branches serving external customers were included in this survey effort. For this reason BOPP was not included in the survey.

**BALANCED
RATING
SCALES**

We measured the degree of agreement with each performance question using a five point Likert scale with *Strongly Agree* and *Strongly Disagree* as the end points. We used *Neither Agree nor Disagree* as a midpoint.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
5	4	3	2	1

We used the same five point Likert scale to determine overall and branch satisfaction ratings, ranging from *Very Satisfied* to *Very Dissatisfied* as the end points.

We also provided respondents a box to indicate when a statement did not apply to them.

REPORTING

We report responses as agreement and satisfaction. As used in this report:

- **Agreement:** Agreement scores are comprised of the top two positive responses, “Strongly Agree” and “Agree”.
- **Satisfaction:** Satisfaction scores are comprised of the top two positive responses, “Very Satisfied” and “Satisfied”.

**MANAGEMENT
REVIEW**

The DGS consultant, RESD Deputy Director and RESD Branch Chiefs reviewed the survey document before its distribution.
